



PHOENIX SERVICES

Using the Cloud to Provide World-Class Services and Sustainable Solutions to the Global Steel Industry



▶ MARKET OPPORTUNITY

Every day, at 35 steel mills across five continents, field technicians for Phoenix Services, LLC (Phoenix) operate heavy machinery and handle the essential tasks that keep operations such as scrap management, metal recovery, logistics, and environmental maintenance running smoothly and safely.

As a global industrial service provider, Phoenix relies heavily on IT solutions to manage on-the-ground processes and deliver the technology and human resources its clients rely on. A few years after the company was founded in 2006, it adopted the Sage 500 ERP platform to integrate and streamline its business processes. When continued growth compelled the company to consider an upgrade to Sage X3, Phoenix brought on Sage implementation expert **RKL eSolutions** (RKL) to optimize the process.

“We started off using QuickBooks and then moved to Sage 500 in 2008,” Stephen McBride, Director of IT for Americas at Phoenix, said. “As we continued to grow, we needed to upgrade again and that’s where RKL eSolutions came in.”



▶ THE CHALLENGE

With X3 successfully implemented, Phoenix was better equipped to support its existing contracts and bring new clients online faster. As the company expanded internationally, it became apparent that their on-premises networking infrastructure would need to be reevaluated to accommodate their now largely distributed workforce.

SERVICES

INFRASTRUCTURE SERVICES

- Cloud
- Colocation
- Connectivity

MANAGED SERVICES

- Managed Backups
- Server Management & Monitoring
- Virtual Private Network (VPN)





“Originally, we had our servers housed on-site, but the nature of our business really doesn’t lend itself to on-site server infrastructure because most of our users are remote,” McBride explained. “It makes no sense to have [our headquarters] as a failure point when there is no performance benefit for 98% of the users.”

Seeking to gain IT resilience and free up its small IT team to focus on strategic projects, Phoenix began exploring hosted infrastructure solutions with the help and guidance of RKL.



► THE SOLUTION

After working with RKL to explore several hosting solutions, including Amazon Web Services (AWS) and Microsoft Azure, Phoenix decided to go with Expedient, a cloud and managed services provider based in Pittsburgh. Having worked with Expedient on similar projects, the team at RKL knew that the Infrastructure as a Service (IaaS) provider specialized in hosting and managing hybrid IT environments and was confident that Expedient would deliver the best solution for their client.

One of the key features that McBride enjoys about Expedient’s solution is “having the ability to put our Meraki router on-site so we don’t have to worry about networking or anything else. With this configuration, everything is still network-internal as far as I’m concerned, which makes security a whole lot easier.”

While Phoenix initially moved only its Sage infrastructure to Expedient’s cloud, the company has steadily transitioned other aspects of its IT environment to the Pittsburgh-based IaaS provider including its ticketing system and its primary domain controller. In addition to consuming IaaS resources within Expedient’s cloud, Phoenix also uses Expedient’s colocation and dedicated internet access solutions to host and connect its legacy hardware to its cloud-based resources.

To relieve the burden of server management and licensing, Phoenix also takes advantage of several Expedient managed services including Active Directory management, Windows management and monitoring, Windows patching, and a secure virtual private network (VPN).

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▶ THE RESULTS

The strategic relationships with RKL and Expedient act as force multipliers for Phoenix – the company can support 650 users spread across the globe with a small team of just five in-house IT professionals, including McBride, who appreciates Expedient’s quick service delivery and the time savings IaaS enables.

“Service delivery is quick,” McBride said. “When I need resources provisioned, I just email [Expedient] and within a couple of hours the cloud resources are spun up.”

Supported by RKL’s Sage expertise and Expedient’s cloud and managed services, McBride and team can focus primarily on delivering IT services that directly benefit Phoenix and support its continued global expansion.

“Server maintenance is a huge time sink,” he continued. “With Expedient, this is no longer an issue, which is a huge time and cost savings for me and my team.”



▶ ABOUT EXPEDIENT

Expedient helps companies transform their IT operations through award-winning cloud infrastructure solutions and managed services including disaster recovery, security and compliance, and more. Named VMware’s Americas Cloud Partner of the Year and acknowledged in Gartner’s Magic Quadrant for Disaster Recovery as a Service, Expedient’s solutions and services ease clients’ transition to the cloud, enabling them to focus on strategic business innovation while the Expedient team handles operation of the information technology to support it. Expedient’s cloud infrastructure is deployed worldwide; Expedient data centers are compliant with a variety of regulatory mandates, including the Health Insurance Portability and Accountability Act (HIPAA) as well as the Payment Card Industry Data Security Standard (PCI DSS). Service Organization Control (SOC) reports are published annually for all locations. Learn more at expedient.com.



▶ ABOUT PHOENIX SERVICES, LLC

Phoenix Services, LLC provides responsive, world-class service to steel producers around the globe. Core services include slag handling, scrap metal recovery, slag processing, and marketing processed slag material for aggregate use. Founded in 2006, the company is owned by Apollo Global Management, LLC. Learn more at phoenix-services.com.





**CLIENT OUTCOMES
DELIVERED**



AGILITY

Phoenix relies on Expedient's diverse solutions portfolio to support its hybrid IT needs.



AVAILABILITY

As a global business with clients on five continents, Phoenix appreciates the uptime reliability Expedient delivers.



RISK MITIGATION

Phoenix leverages Expedient's VPN solution to ensure disparate network endpoints are connected securely.



COST CONTROL

With Expedient's pay-as-you-grow model, Phoenix is free to incrementally add IT infrastructure on-demand.

**CLOUD TRANSFORMATION
DIFFERENTIATED**



HYBRID IT

Phoenix hosts its Meraki router on-site adjacent to its cloud and colocation environments, a solution that greatly simplifies networking.



SERVICE DELIVERY

By working with Expedient, Phoenix can add new IT resources quickly to support client requests.



POSITIONED FOR GROWTH

With the time and cost savings it has realized with Expedient, Phoenix can focus on supporting its continued global expansion.